

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2014 - 2015

Outcome 1 - Employment

Department of Employment Question No. EMSQ15-000059

Senator Cameron asked on 10 April 2015 on proof Hansard page 4

Question

Star ratings

Senator CAMERON: Well, it could be two companies. Thanks, Minister, I accept that. I would like to know what happened to the star ratings of the companies that employed those 38 employees.

Ms Leon: We will have to take that on notice.

Answer

The Department is unable to isolate the impact on provider Star Ratings as it relates to the 38 referrals to the DPP.

Where an individual claim for a 13 or 26 week Outcome payment is subsequently identified as not meeting the requirements for the outcome payment or is identified as fraudulent, that claim is recovered and removed from future Star Rating calculations. Changes in a Provider's Star Rating depends on multiple factors including:

- the proportion of outcome claims recovered
- the extent to which the recoveries relates to a single Provider or was across multiple Providers
- number of outcomes achieved

Background

Job Network and Job Services Australia providers have had Star Ratings published since the June 2001. There are two types of rating and neither of these are at organisation level.

- Site ratings determine performance at a specific locality and are publicly released.
- Contract ratings determine performance at Employment Services Area (ESA) level and are released to all providers. ESAs are Department defined geographic areas of which there are currently 110 across Australia.